

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

ALLEGHENY COLOR CORP

Northwest Pennsylvania Industrial Resource Center

Allegheny Color Corp. Expands Customer Base And Increases Sales With Iso 9002

Client Profile:

Allegheny Color Corporation, a division of Apollo Colors, Inc., manufacturers phthalocyanine pigments for paint, textiles, dispersions, soaps, and many other uses at its plant in Ridgway, Pennsylvania. The company, founded in 1973, currently employs 40 people, with total sales of \$8 million.

Situation:

Allegheny Color Corporation needed to improve its quality management system to achieve ISO 9002 compliance and registration. The company wanted to pursue ISO registration to maintain its business with several existing customers and to capture additional business with new customers. Allegheny Color Corporation asked the Northwest Pennsylvania Industrial Resource Center, Inc. (NWIRC), a NIST MEP network affiliate, for assistance with this process.

Solution:

NWIRC provided an on-site gap analysis and preliminary assessment to the ISO 9002 standard; on-site assistance in developing and implementing policies, procedures, work instructions, training outlines and other required documentation; and training for company employees in the ISO 9002 standard policies, procedure writing, and internal auditing practices. NWIRC also provided a final review of the quality system in preparation for the registration audit, and assistance during the audit to correct any non-conformities.

Allegheny Color Corporation developed, implemented, and registered an ISO 9002 quality management system at its Ridgway facility. The company reported that the ISO 9002 program became a contributing factor to obtaining one new customer and a half million dollars in sales, with the potential for \$1-\$2 million more. The company also retained \$2.5 million in business with three existing customers, all of whom require their suppliers to be ISO compliant.

Results:

Obtained \$500,000 in new business.
Retained \$2.5 million in existing business.
Potential for \$1 - \$2 million in additional business.
Achieved ISO 9002 registration.

Testimonial:

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"[Thanks to the Northwest Pennsylvania Industrial Resource Center] our annual sales are now about \$8 million. Of that \$8 million ISO is very important to three customers whose sales total \$2.5 million. The ISO program was a contributing factor to obtaining one new customer who buys about a half million, with potential for \$1 to \$2 million."

Ryan Luchs, Plant Engineer